

Physician Related Services Key Contacts

Hours are 8:00 a.m. to 5:00 p.m. (Mountain Time) Monday - Friday

Topic	Contact	Information Available
Claims (Medicaid)	<p>Claims Processing Unit P. O. Box 8000 Helena, MT 59604</p> <p>Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena</p>	<ul style="list-style-type: none"> • Send paper claims to this address. • Call for answers to claims questions.
CLIA Certification	<p>DPHHS Quality Assurance Division Certification Bureau 2401 Colonial Drive P.O. Box 202953 Helena, MT 59620-2953</p> <p>Phone: (406) 444-1451 In and out of state</p> <p>Fax: (406) 444-3456 In and out of state</p>	<ul style="list-style-type: none"> • For questions regarding CLIA certification.
Client Eligibility		<ul style="list-style-type: none"> • See <i>Client Eligibility</i> in the <i>Key Contacts</i> listing.
Lab and X-ray	<p>DPHHS Lab & X-ray Services Health Policy & Services Division P.O. Box 202951 Helena, MT 59620-2951</p>	<ul style="list-style-type: none"> • Send claims for multiple x-rays of same type on same day to this address. • See also <i>Public Health Lab</i> below.
PASSPORT Client HelpLine	<p>PASSPORT to Health P.O. Box 254 Helena, MT 59624-0254</p> <p>Phone: (800) 362-8312 In and out of state</p>	<ul style="list-style-type: none"> • Clients who have general Medicaid questions may call the Client HelpLine.
PASSPORT Provider HelpLine	<p>PASSPORT to Health P.O. Box 254 Helena, MT 59624-0254</p> <p>Phone: (800) 480-6823 In and out of state</p>	<ul style="list-style-type: none"> • For answers to any PASSPORT related questions. • To enroll as a PASSPORT provider.

Physician Related Services Key Contacts (continued)

Hours are 8:00 a.m. to 5:00 p.m. (Mountain Time) Monday - Friday

Topic	Contact	Information Available
Policy Questions	<p>Denise Brunett Medicaid Services Bureau P.O. Box 202951 1400 Broadway Helena, MT 59620-2951</p> <p>Phone: (406) 444-3995 In and out of state Fax: (406) 444-1861 In and out of state E-Mail: dbrunett@state.mt.us</p>	<ul style="list-style-type: none"> • See also <i>Policy Questions</i> in <i>Key Contacts</i> listing.
Prior Authorization - First Health	<p>First Health Services 4300 Cox Road Glen Allen, VA 23060</p> <p>Phone: (800) 770-3084 In and out of state Fax: (800) 639-8982 In and out of state (800) 247-3844 In and out of state</p>	<ul style="list-style-type: none"> • For questions regarding prior authorization and continued stay review for selected mental health services. • See also <i>Authorization</i> in the <i>Key Contacts</i> listing for prior authorization on specific services.
Prior Authorization - Mountain Pacific Quality Health Foundation	<p>Mountain-Pacific Quality Health Foundation 3404 Cooney Drive Helena, MT 59602</p> <p>Phone: (800) 292-7114 (Transportation only) (800) 262-1545 X150 In state (406) 443-4020 X150 Out of state and Helena</p> <p>Fax: (800) 497-8235 In state (406) 443-4585 Out of state and Helena</p>	<ul style="list-style-type: none"> • Prior authorization for out-of-state hospital services, all transplant services, transportation (commercial and scheduled ambulance), and private duty nursing services. • See also <i>Authorization</i> in the <i>Key Contacts</i> listing for prior authorization on specific services.
Prior Authorization - Provider Relations	<p>Provider Relations P.O. Box 4936 Helena, MT 59604</p> <p>Phone: (406) 442-1837 Helena and out of state (800) 624-3958 In state</p>	<ul style="list-style-type: none"> • Prior authorization for dispensing and fitting of contact lenses.

Physician Related Services Key Contacts (continued)

Hours are 8:00 a.m. to 5:00 p.m. (Mountain Time) Monday - Friday

Topic	Contact	Information Available
Prior Authorization - SURS	<p>Surveillance/Utilization Review 2401 Colonial Drive P.O. Box 202953 Helena, MT 59620-2953</p> <p>Phone: (406) 444-0190 In and out of state</p> <p>Fax: (406) 444-0778 In and out of state</p>	<ul style="list-style-type: none"> • Prior authorization for cosmetic services, gastric bypass, eye prosthesis, new technology codes (Category III CPT codes), and durable medical equipment (DME). • See also <i>Authorization</i> in the <i>Key Contacts</i> listing for prior authorization on specific services.
Provider Enrollment	<p>Provider Enrollment Unit P.O. Box 4936 Helena, MT 59604</p> <p>Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena</p>	<ul style="list-style-type: none"> • To enroll as a Montana Medicaid Provider.
Provider Relations	<p>Provider Relations Unit P.O. Box 4936 Helena, MT 59604</p> <p>Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena</p>	<ul style="list-style-type: none"> • For questions about claims, EDI, eligibility, payments, denials, or to request billing instructions, manuals, or fee schedules, call or write. • Billing instructions, manuals, forms, and fee schedules are also available on the Provider Information Web Site at www.dphhs.state.mt.us/hpsd/
Public Health Lab	<p>DPHHS Public Health Lab 1400 Broadway P.O. Box 6489 Helena, MT 59620</p> <p>Phone: (800) 821-7284 In state (406) 444-3444 Out of state and Helena</p>	<ul style="list-style-type: none"> • Assistance to Public Health Labs.
Restricted Client Authorization	<p>Surveillance/Utilization Review Section P.O. Box 202953 Helena, MT 59620</p> <p>Phone: (406) 444-4167 In and out of state</p>	<ul style="list-style-type: none"> • For authorization for emergency services provided for restricted clients, contact the Surveillance/Utilization Review Section (SURS). • All other services must be authorized by the client's designated provider. • See <i>Authorization</i> in the <i>Key Contacts</i> listing for additional authorization information.
Third Party Liability	<p>Third Party Liability Unit P. O. Box 5838 Helena, MT 59604</p> <p>Phone: (800) 624-3958 In state (406) 442-1837 Out of state and Helena</p>	<ul style="list-style-type: none"> • For questions about private insurance, Medicare or other third-party liability.